



Town of Westford Job Description

<u>Position Title:</u> Library Associate/ Circulation Control	<u>Band/ Step/ Hourly Wage:</u> Step 1-6	<u>Previous Rev Date:</u> 6/24/02
<u>Reports To:</u> Head of Circulation	<u>Department:</u> Library	<u>Current Rev Date:</u> January 2008

Union Position: Yes / CWA
Circle one: 6.5; 18; 23/week

Position Summary:

Provides direct circulation control staffing the Circulation and/or Fine Arts Desk -- including data and patron entry, patron assistance, and circulation delivery via automated circulation procedures. Serves as an initial point of public contact within the facility, providing both in-person and telephone primary interface with the public. Provides initial directional and informational assistance within the facility. Responsible for overdue retrieval and reserve material coordination, collation of statistics pertinent to departmental performance and assistance with various library genres and collections. Possesses specialized knowledge of library techniques and standards, collections, literary genres, library policies and procedures, and direct public service. Related work as required.

Principal Responsibilities:

1. At Main Circulation and/or Fine Arts Desk serves as an initial point of public contact within the facility, providing both in-person and telephone primary interface with the public.
2. Under the Head of Circulation, provides courteous and timely movement of materials to and from the public and engages in all automated circulation transactions: patron registrations, check-in and checkout of library print and non-print materials, renewals and holds, patron and title data inquiry, network transfers and ILL's, circulating AV equipment, reservations for museum passes, and all aspects of automated circulation within a networked and Regional environment.
3. In Circulation Division, is responsible for automated maintenance of circulation and registration records, coordination of overdue/reserve files, notification and billing, all aspects of overdue retrieval and fine collection, and all local circulation of network transfers, ILL's and regional shared resources.
4. Sorts, separates and offloads all checked-in materials routing by unique format, genre, and collection or shelving area within the library.
5. Directly responsible for shelving and maintenance of high-interest collections such as rentals, new titles, DVD's and videos, CD's, multi-media, paperbacks and audio book collections.
6. Responds to divisional email inquiries, and communicates with the public and library staff as indicated.
7. Via telephone, email, Internet and mail, promotes orderly return and turnaround of circulated materials via patron notification of reserves and over dues.

8. Responsible for collecting and issuing receipts for fines, fees, rental and deposit monies, memberships, "Lost and Paid Materials", over-dues, ticketed events, computer room use, and various Friends of the J.V. Fletcher Library functions and items. Ensures that monies have proper receipts issued and are directed to appropriate depositories in Administration or to appropriate member MVLC library.
9. Responsible for the timely processing of considerable quantities of incoming and outgoing network transfers and inter-library loans at the Circulation desk – combining items being held for the same patron and pulling expired holds from the Hold Shelf.
10. Makes daily calls, or sends email notices, to patrons for whom items are being held – alerting patrons as to reserves, hold deadlines, and circulation loan periods.
11. May be responsible for upkeep of the Museum Passbook or updating the video hold list.
12. Conducts inventories and searches for lost, misplaced or missing items using network-generated electronic reports. Identifies and investigates incomplete returns – contacting patrons and following up on return of materials.
13. Maintains and properly utilizes approved forms, brochures, circulars and hand-outs.
14. May provide back-up ready and in-depth Reference for Youth Services desk, as staffing levels dictate.
15. Provides patron assistance with ready reference and Readers' Advisory support. Maintains and replenishes the Staff Recommends shelf, utilizing Readers Advisory resources. Coordinates collection displays and readers' advisory promotion to engage the public with various genres, formats, subject matters, cultural interests and collections.
16. Must be familiar with Basic Library Techniques: technical processing of materials, cataloging and classification, data entry, overdue retrieval, notification and billing, hold notification, filling and reserve coordination and follow-through, acquisitions and bar-coding procedures.
17. Per the Director and under the Head of Circulation, collects data and maintains statistics relating to divisional usage.
18. Apprises Division Head of public trends, needs and issues warranting a policy or procedural change. Stays aware of current trends and policy and procedural changes within the Library Department.
19. Responsible for following proper opening and closing procedures for the public Circulation and/or Fine Arts Desk and the library building proper.
20. Empties book drops and book barges as needed.
21. Attends Staff Meetings and division meetings. Attends meetings and workshops pertinent to professional development; participates in in-house and formal workshops related to the automated network and the Region.
22. Responsible for scheduled routine evening and weekend coverage of a library public service desk, providing circulation control, juvenile or adult patron and reference assistance as needed.
23. May provide exceptional supervision within the library building.
24. Based on need, is required to work flexible hours, performing additional duties as assigned.

Required Experience, Skills, Knowledge and Abilities:

Familiarity with research procedures and resources. Ability to work independently and with discretion. Ability to multi-task within a public service environment, while maintaining an overarching Customer Service orientation. Ability to provide first response to emergency situations. An informed and pleasant manner with both adult and juvenile users. Strong interpersonal and organizational skills.

Education, Training, Special Licensure/Certification Requirements:

Bachelors Degree in Art or Music History, Education, or Literature preferred. Background in automated library circulation, acquisitions and technical procedures. Any equivalent combination of education and experience.

Contacts (boards & committees, vendors, general public, etc.):

Extensive contact with the public, meeting room users, and library patrons. Continuous interaction with library staff and volunteers.

Supervisory Responsibility (Include Positions Supervised):

Works under the direction of the Library Director or his/her designee, typically Senior Librarian in charge of division. Questionable situations are referred to supervisor. Work may involve some supervision but on a very limited basis. Varied and responsible work requiring some measure of independent judgment and initiatives; considerable public interaction and customer service is involved, as well as incessant communication via telephone, email, web correspondence, and in person. Has limited access to division related confidential information. Errors can generally be detected but could result in confusion, delay, administrative problems.

Responsibility for Operating Budget:

Responsible for cost value of all automated circulations and returns as well as effective retrieval of overdue materials.

Primary Physical Requirements:

Ability to operate and view a computer screen. Depth, color, peripheral, and distance vision routinely required. Regular lifting up to 15-20 pounds. Manual use of telephone, copying and facsimile machines, audio-visual equipment, typewriter, keyboard, calculator). Ability to hear, talk, walk, sit, bend, reach, grasp. Frequently needs to climb, balance, stoop, kneel or crouch. Frequently required to push or pull book trucks weighing up to 150 pounds. Required to stand for long periods of time. May be required to operate a motor vehicle necessitating a Class D license.

*Use **F** for Frequently, **O** for Occasionally, **R** for Rarely, **N** for Never

Primary Physical Requirements

LIFT up to 10 lbs.: F

LIFT 10 to 50 lbs.: F

LIFT over 50 lbs.: N

CARRY up to 10 lbs.: F

CARRY 10 to 50 lbs.: O

CARRY over 50 lbs.: N

DURING AN 8 HOUR DAY,
EMPLOYEE IS REQUIRED TO:

Consecutive Hours

Sit: 1 2 3 4 5 6 7 8

Stand: 1 2 3 4 5 6 7 8

Walk: 1 2 3 4 5 6 7 8

Total Hours

1 2 3 4 5 6 7 8

1 2 3 4 5 6 7 8

1 2 3 4 5 6 7 8

Other Physical Considerations

Twisting: F

Bending: F

Squatting: F

Kneeling: F

Crouching: F

Keyboarding: F

Repeated wrist rotations; repeated reaching,
grasping, and clutching: F

PUSH/PULL: F

WORK SURFACE(S)

Desktop/Computer Table

Stationary & Rolling Office Chair

Carpeted & Linoleum Floored Offices

Stairs and Elevators

Public Workstation(s)

Summary of Occupational Exposures:

Work is performed indoors under typical library conditions. **Noise** fluctuates from low to loud depending upon the volume of patrons utilizing library collections and equipment, attendance at library programmatic offerings and age of patrons within the facility. May be required to work flexible hours.

Environment:

Inside: 98%

Outside: 2%

Position Title: Library Associate / Circulation Control

APPROVALS

<u>Department Head</u>	<u>Date</u>
<u>Town Manager</u>	<u>Date</u>
<u>Employee Signature</u>	<u>Date</u>
<u>Union Steward, if applicable</u>	<u>Date</u>
<u>Human Resources Director</u>	<u>Date</u>

Note: The purpose of this job description is to provide an outline of the more significant work elements of the position and to organize and present the information in a standard manner. It is not intended to describe all the elements of the work that may be performed by every individual in this classification, nor should it serve as the sole basis for Human Resource decisions and actions.